

PROJECT REPORT

Intelligent Customer Help desk with Smart Document Understanding

Category: **Machine Learning Engineer**

Project ID : **SPS_PRO_99**

Internship under SmartInternz

Project Summary

To make a typical customer care chatbot that caters to the simple need of the customer, and give information such as the location of the store, working hours, directions to navigate to the store, and make appointments.

Project Requirements

1. Customer care bot using IBM Watson Assistant.
2. Smart Document detection.
3. An IBM cloud function we action to post queries to Watson discovery.
4. Finally a web application to integrate these services.

Functional Requirements

1. Provide the location of the store.
2. Provide the working hours.
3. Directions for navigating to the store.
4. Register appointments.

Technical Requirements

1. IBM Cloud services.
2. IBM Watson assistant.
3. An Hosting service for Web Application.
4. External testing resource.
5. Application of advanced coding standards.

Software Requirements

1. Portability
2. Security
3. Maintainability
4. Reliability
5. Scalability
6. Performance
7. Reusability
8. Flexibility

Project Deliverables

1. Intelligent chat bot that is integrated into a Web Application.
2. Stable chat bot capable of performing in peak load conditions.
3. Development of a modular and easy-to-integrate Web Application.

Project Team

Ananta Srikar - Core Developer

Durgaprasad - Mentor

Project Schedule

[illegible]